

## Frequently asked Questions

### **What Are the Possible Outcomes for an Investigation?**

#### **Intervention & Assistance**

KDCA provides assistance to the complainant, the agency, or both, to resolve a complaint.

KDCA identifies an agency error or other problematic issue and intervenes to address these concerns.

#### **Monitor**

KDCA monitors the case closely to ensure any issues are resolved. While monitoring, KDCA may have repeated contact with all parties. KDCA also may offer suggestions or informal recommendations to agency staff to facilitate a resolution.

### **KDCA does not have the authority to:**

- investigate allegations of abuse and/or neglect;
- interfere or intervene in any criminal or civil court proceeding;
- investigate complaints related to judges, magistrates, attorneys or *guardians ad litem*;
- overturn any court order;
- mandate the reversal of an agency/provider decision;
- offer legal advice.

Visit our Website at  
<https://childadvocate.ks.gov>  
to see answers to more FAQ's

Please note that we cannot investigate current allegations of child abuse or neglect. If you need to report current concerns please contact the Kansas Department for Children and Families at 1-800-922-5330.



@childadvocateKS



Find us on:  
**facebook®**

## Division of the Child Advocate

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# DIVISION OF THE CHILD ADVOCATE



EVERY KANSAS CHILD DESERVES TO FEEL SAFE AND CHERISHED

**Toll Free 844-KS-CHILD**  
**In Topeka Area:**  
**785-296-8642**



<https://childadvocate.ks.gov>



## MISSION

The Mission of the Division of the Child Advocate (KDCA) is to safeguard that all Kansas children, who have the right to be cherished and the opportunity to thrive, are safe from abuse, neglect, and harm by providing independent oversight and increased accountability of our State child welfare services, improving delivery and deepening confidence in the child welfare system.

KDCA completes an impartial, independent review of Kansas child welfare policies, procedures, and practices, including an independent investigation and evaluation of concerns voiced by children, families, and other individuals.

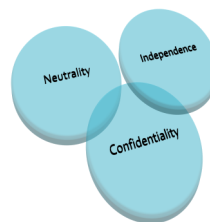
The Division of the Child Advocate is committed to independence, transparency, accountability, voice, and impactful change. KDCA will act according to the highest standards of ethics, honesty, respect, and dignity. KDCA will operate in a thorough, competent, and efficient manner to effectuate change.

<https://childadvocate.ks.gov>

## What is the Division of the Child Advocate?

The State of Kansas Division of the Child Advocate was established by **Executive Order No. 21-28** ([EO-21-28-Division-of-Child-Advocate-Executed.pdf \(kansas.gov\)](#)), October 2021, within the Office of Public Advocates, as set out by Executive Order 21-27 ([EO-21-27-Office-of-Public-Advocates-Executed.pdf \(kansas.gov\)](#)).

The purpose of the Division of the Child Advocate is to ensure that children and families receive adequate coordination of child welfare services, prevention, protection and care through services offered by the Department for Children and Families, the Department for Aging and Disability Services, and Department of Corrections, the Department of Health and Environment and juvenile courts.



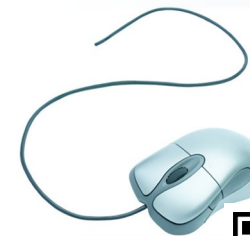
<https://childadvocate.ks.gov>

## Who Can File A Complaint?

- ♦ The child or youth
- ♦ A biological parent of the child
- ♦ A foster parent of the child
- ♦ An adoptive or prospective parent of the child
- ♦ A legally appointed guardian or permanent custodian of the child
- ♦ The Guardian *ad Litem* (GAL) of the child
- ♦ An adult relative to the child
- ♦ A Legislator
- ♦ School personnel
- ♦ Any concerned citizen
- ♦ Employee of a state agency or grantee

### Will My Information Be Kept Confidential?

The Division of the Child Advocate maintains the confidentiality of its complainants unless this is waived by the complainant and such waiver is deemed necessary to carry out KDCA's work. The confidential nature of KDCA's work is designed to encourage individuals to report problems or concerns, thereby enabling KDCA to perform its duties more effectively.



Click on the QR Code to Access the Online Complaint Form